

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 14-30-52

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
36	36	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

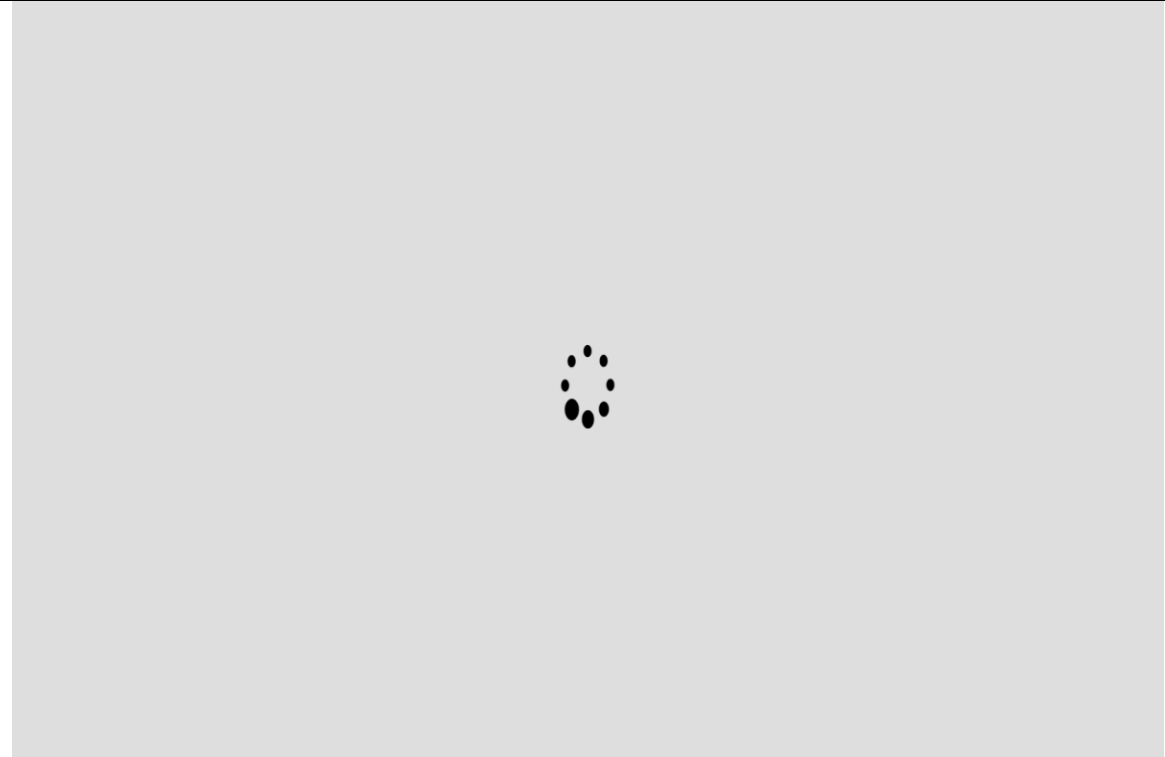


ORACLE  
SERVICE CLOUD

Username  
sysagent

Password  
\*\*\*\*\*

[Login Help](#) [Login](#)

Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



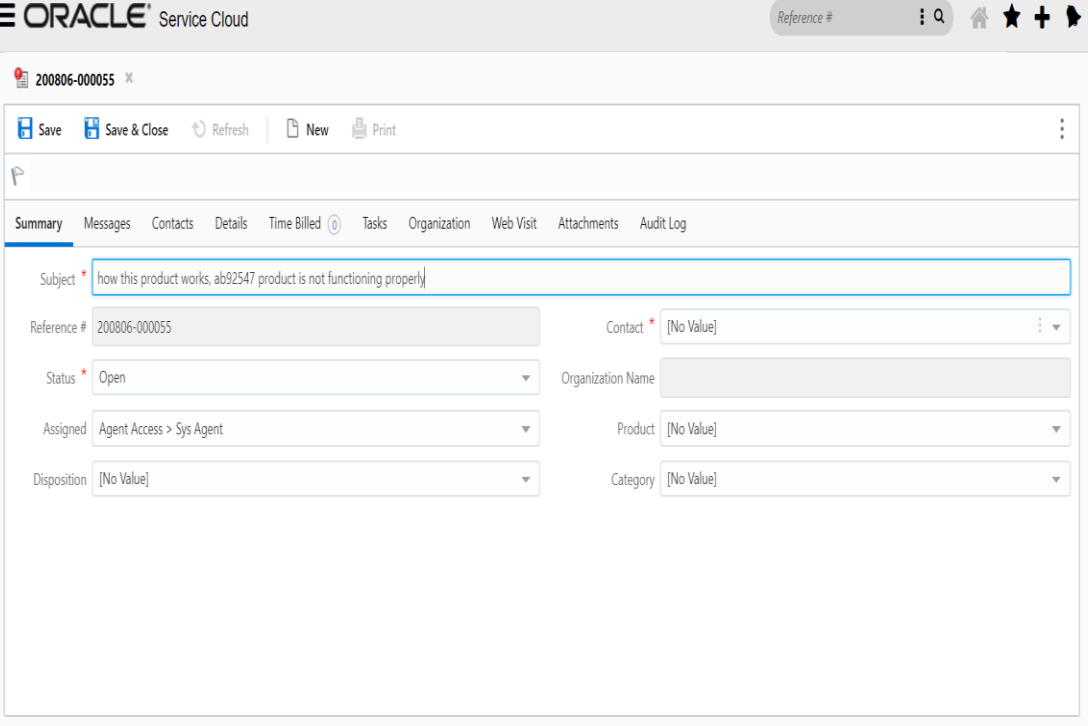
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for creating or editing an incident. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields:

- Subject \***: A text input field containing the text 'how this product works, ab92547 product is not functioning properly'.
- Reference #**: A text input field containing the value '200806-000055'.
- Status \***: A dropdown menu with 'Open' selected.
- Assigned**: A dropdown menu with 'Agent Access > Sys Agent' selected.
- Disposition**: A dropdown menu with '[No Value]' selected.
- Contact \***: A dropdown menu with '[No Value]' selected.
- Organization Name**: A text input field.
- Product**: A dropdown menu with '[No Value]' selected.
- Category**: A dropdown menu with '[No Value]' selected.

At the top of the form, there are buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The top of the form also shows a tabbed interface with 'Summary' selected, and other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'.

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a specific case. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows the 'Summary' tab selected. The case details are as follows:

Field	Value
Subject *	how this product works, ab92547 product is not functioning properly
Reference #	200806-000055
Status *	Open
Assigned	Agent Access > Sys Agent
Disposition	[No Value]
Contact *	Adam Smit
Organization Name	
Product	[No Value]
Category	[No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]



Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000055 is shown. The record includes a subject line, a reference number, and various fields for status, assigned user, disposition, contact, organization name, product, and category. The 'Product' field is highlighted with a blue border and a refresh icon.

**ORACLE** Service Cloud

Reference #

200806-000055

**Summary** Messages Contacts Details Time Billed  Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000055

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10

Step Description: Click on Primary Antibodies

Expected Result: Primary Antibodies should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000055' is shown in the top left. Below the header, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The main content area contains the following fields:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000055
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: [No Value]

The 'Category' field is highlighted with a blue border, indicating it is the current focus of the test step.

Step No:11

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: Wait for duration 5000secs

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case summary. The header includes the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case title is '200806-000055'. Below the title, there are action buttons: Save, Save & Close, Refresh, New, and Print. A tabbed interface shows 'Summary' as the active tab, with other tabs like Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The summary section contains the following fields:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000055
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: Search... (dropdown menu showing [No Value] and Primary Antibodies)

Step No:12

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000055

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface \* mow\_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

SA

